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Studio 5000 - error code - 701-800429B7- when attempting to go online

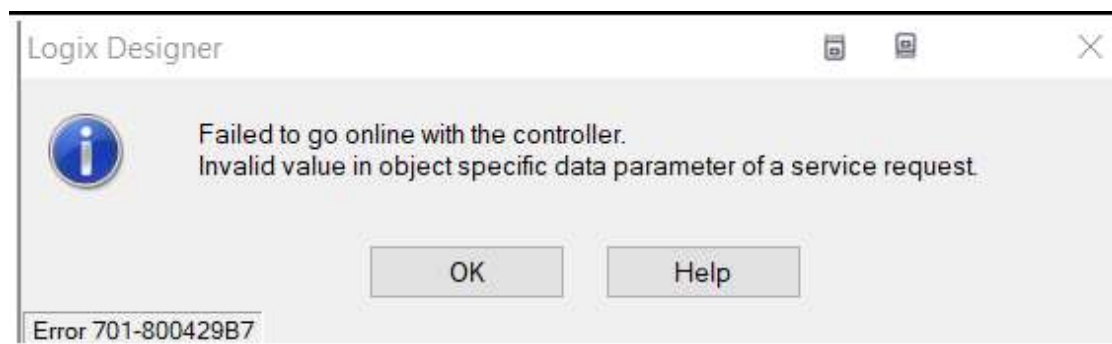|	
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Summary

Studio 5000 - error code - 701-800429B7- when attempting to go online

Problem

In Studio 5000 Logix Designer, the following error results when attempting Communications > Who Active > Go Online

Environment

- 5570/5370 non-redundant firmware V21 - V29
- Studio 5000 Logix Designer - V21 - V29
- Able to browse to controller in RSLinx Classic via 1756-EN2T

Error Code/Message

Studio 5000 Logix Designer - Error 701-800429B7

Failed to go online with the controller. Invalid value in object specific data parameter of a

service request.

Cause

The cause of the anomaly is a memory misallocation that may occur as a result of a controller firmware anomaly.

Solution

This anomaly is currently addressed in version 30.014 and later revisions of controller firmware. However, recommendation is to upgrade the firmware of controller to the latest version.

Upgrading to these version 30.014 and later revisions will assure eliminating anomaly.

How to confirm the anomaly?

Error 701-800429B7 reported in Studio 5000 Logix Designer is used for multiple conditions. Thus, it is important that user is able to confirm this specific anomaly before taking any further action.

1. Reference the technote QA6227 - Turning on Packet logging in RSLogix5000 Studio 5000 to enable packet logging and for further details on collecting the required files.
2. Go offline after reproducing the issue to ensure that all applicable packets are included in the log file.
3. Follow the steps necessary for retrieving the **ServicesOnlineDiagnostics.Log** file
4. Review the **ServicesCommunicationLog file** for the following
   - class 0x0378 Instance 1 is requested of the controller by Studio5000 Logix Designer
   - controller response is 03 Invalid Value

```
Message transmitted: Tue Apr 04 11:32:16.633 2023   Thread ID 0x00001614
ASA Connected message:    Connection ID 0fa10048    Register Record Class(888)
T: 4b 03 21 00 78 03 24 01 01 03 00 00 6a 00 00 00 03 00 01 00 01 00 00 00 17
   00 56 00 4d 00 31 00 2d 00 50 00 4c 00 4f 00 56 00 45 00 5c 00 41 00 64 00
   6d 00 69 00 6e 00 69 00 73 00 74 00 72 00 61 00 74 00 6f 00 72 00 09 00 56
   00 4d 00 31 00 2d 00 50 00 4c 00 4f 00 56 00 45 00 0e 00 4c 00 6f 00 67 00
   69 00 78 00 20 00 44 00 65 00 73 00 69 00 67 00 6e 00 65 00 72 00
            received: Tue Apr 04 11:32:16.661 2023
R: cb 00 03 00
E: 03 Invalid Value

Closing Connection 0fa10048.  Tue Apr 04 11:32:16.661 2023  Thread ID 0x00001234
0fa10048 Closed successfully. Tue Apr 04 11:32:16.707 2023
```

4. Once anomaly confirmed, proceed to steps for recovery below.

Steps to recover involve power cycling the controller

CAUTION: A power cycle to the controller in this state may result in an assert or loss of memory in the controller. However, a power cycle must be done in order to recover from this faulted state and depending on the circumstances a redownload of the project may or may not be necessary..

Path #1:

1. power cycle the controller
2. check to see if assert or loss of memory occurred in controller.
3. if no assert occurred then check to see if is possible to go online with controller
4. if able to go online with controller
   - save tag values
   - save project as .L5K
   - convert to latest available controller firmware
   - redownload updated project to the controller

Path #2:

1. if path #1 did not result in assert, but communications to controller can still not be established, we are forced to remove the ESM module.
   NOTE: Unfortunately, by removing the ESM module, the tag values in the controller will be lost.
   - convert the offline project to latest available for the controller
     NOTE: If you do not have a backup version of the ACD file, you will need to create

new project.

- o remove the ESM

- o power cycle the controller

- o redownload updated project to controller

Path #3:

1. if the controller the controller asserts and communications to controller cannot be established

   - o convert the offline project to the latest available for the controller
     NOTE: If you do not have a backup version of the ACD file, you will need to create new project.

   - o power cycle the controller

   - o redownload updated project to controller

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